

# HARTSVILLE/TROUSDALE COUNTY GOVERNMENT

## Title VI Nondiscrimination Statement

## Título VI Declaración de Prohibición de Discriminación

---

---

Hartsville/Trousdale County Government ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, or national origin.

Any person who believes he or she has been discriminated against can file a complaint with the appropriate agency:

Hartsville/Trousdale County Government asegura el cumplimiento del Título VI del Acto de Derechos Civiles de 1964; 49 CFR, Parte 21, relacionados estatutos y normas para asegurar que ninguna persona sea excluida o discriminada, o que se le nieguen los beneficios de cualquier programa o actividad la cual reciba ayuda financiera federal del Departamento de Transporte de los Estados Unidos sin importar su raza, color, o origen nacional.

Cualquier persona que crea que ha sido discriminada puede presentar una queja ante la agencia correspondiente:

### **TN Department of Transportation**

William T Snodgrass  
Bldg/TN Towers  
312 Rosa Parks Blvd 15<sup>th</sup> Floor  
Civil Rights Division  
Nashville, TN 37243-0347  
888.370.3647

### **TN State Dept of Human Resources**

William R. Snodgrass  
BLD/TN Towers,  
312 Rosa Parks Blvd,  
Nashville, TN 37243  
800.741.4841

### **FHWA Office of Civil Rights**

1200 New Jersey AVE,  
S.E., 8<sup>th</sup> Floor E81-314,  
Washington, DC 20591  
202.366.0693

### **FTA Office of Civil Rights**

Title VI Coordinator  
East Building 5<sup>th</sup> Floor TCR,  
1200 New Jersey AVE, S.E.  
Washington, DC 20590  
888.446.4511

## HARTSVILLE/TROUSDALE COUNTY GOVERNMENT

Office of Human Resources

Title VI Coordinator

328 Broadway, Rm 6

Hartsville, TN 37074

615-374-2461

[TitleVI@trousdalecountyttn.gov](mailto:TitleVI@trousdalecountyttn.gov)

# THE HARTSVILLE/TROUSDALE COUNTY GOVERNMENT

## NONDISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by Hartsville/Trousdale County or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that **does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.**

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

### **Procedures**

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with Hartsville/Trousdale County's Title VI Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

1. Complaint shall be in writing and signed by the complainant(s).
2. Include the date of the alleged act of discrimination, date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
3. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
4. Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and their intent to proceed with the complaint have been established. **The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for Hartsville/Trousdale County to be able to process it.**
5. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. **A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to Hartsville/Trousdale County for processing.**

Complaints should be submitted to the Title VI Coordinator located at:

**Hartsville/Trousdale County  
Human Resource Office Title VI Coordinator  
328 Broadway, Rm 6  
Hartsville, TN 37074  
615-374-2461 x1112**

Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of Hartsville/Trousdale County's sub-recipients of Federal funds, Hartsville/Trousdale County will assume jurisdiction and will investigate and adjudicate the case. Complaints against Hartsville/Trousdale County will be referred to the appropriate State or Federal Agency for proper disposition pursuant to their procedures.

In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- The allegation(s) must involve a covered basis such as race, color, or national origin.
- The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Once Hartsville/Trousdale County decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven (7) calendar days. The complaint will receive a case number and will then be logged into Hartsville/Trousdale County's records identifying its basis and alleged harm.

In cases where Hartsville/Trousdale County assumes the investigation of the complaint, Hartsville/Trousdale County will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of Hartsville/Trousdale County's written notification of acceptance of the complaint to furnish his/her response to the allegations.

Hartsville/Trousdale County's final investigative report and a copy of the complaint will be forwarded to the appropriate State and Federal Agency and affected parties **within 60 calendar days** of the acceptance of the complaint.

Hartsville/Trousdale County will notify the parties of its final decision.

If complaint is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal.

**HARTSVILLE/TROUSDALE COUNTY GOVERNMENT**  
**TITLE VI**  
**COMPLAINT FORM**

Note: The following information is needed in order to process your complaint

\*A formal complaint **must be filed within 180 days** of the occurrence of the alleged discriminatory act.

Please indicate below the basis on which you believe these alleged discriminatory actions were taken.

Race       Color       National Origin

Date(s) of alleged discrimination: \_\_\_\_\_

**Complainant's Contact Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_ (Work): \_\_\_\_\_ (Cell): \_\_\_\_\_

**Person (s) discriminated against, if different from above:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_ (Work): \_\_\_\_\_ (Cell): \_\_\_\_\_

**Name of agency, department or program that you believe discriminated against you:**

Agency or Department: \_\_\_\_\_

Name of Individual: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_ (Work): \_\_\_\_\_ (Cell): \_\_\_\_\_



Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

- Federal Agency
- State Agency
- Local Agency
- Federal Court
- State Court

Provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number (Work): \_\_\_\_\_

The complaint will not be accepted if it has not been signed. Please sign and date this complaint form below. You may attach any written materials or other supporting information that you think is relevant to your complaint.

\_\_\_\_\_  
Complaint Signature

\_\_\_\_\_  
Date

Attachments:  Yes  No

Submit Form and any additional information to:

Hartsville/Trousdale County  
Office of Human Resources  
Title VI Coordinator  
328 Broadway, Rm 6  
Hartsville, TN 37074  
titlevi@trousdalecountyttn.gov

\*A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act.

\* If this allegation is regarding employment discrimination, please contact the **Tennessee Human Rights Commission** or the **Equal Employment Opportunity Commission**.

\* Title VI complaints may also be filed with the **Tennessee Department of Transportation, Tennessee Human Rights Commission, Federal Highway Administration, Federal Transit Authority, Federal Aviation Administration, and the U.S. Department of Justice**.

**TDOT Civil Rights Division**

Title VI Program Director

William T. Snodgrass Building / TN Towers

312 Rosa Parks Blvd, 15<sup>th</sup> Floor

Nashville, Tennessee 37243-0347

Phone: 615.741.3681 Toll Free: 1.888.370.3647 Fax: 615.741.3169

**TN Department of Human Resources**

William T. Snodgrass Blvd / TN Towers

312 Rosa Parks Ave, 17<sup>th</sup> Floor

Nashville, TN 37243

Phone: 615.741.4841

**Equal Employment Opportunity  
Commission**

50 Vantage Way, Suite 202

Nashville, TN 37228-9940

Phone: 800.669.4000

TTY: 800.669.6820

**FHWA Office of Civil Rights**

1200 New Jersey AVE, S.E., 8<sup>th</sup> Floor E81-314

Washington, DC 20590

Phone: 202.366.0693

**FTA Office of Civil Rights**

Title VI Program Coordinator East Building,  
5<sup>th</sup> Floor -TCR

1200 New Jersey AVE, S.E.,

Washington, DC 20590

Phone: 888.446.4511

**Federal Aviation**

**Administration**

Office of Civil Rights

RM 1030, ACR-1

800 Independence AVE, SW

Washington, DC 20591

Phone: 888.954.8688

**US Department of Justice**

Civil Rights Division

Federal Coordination and Compliance

Section, NWB 950 Pennsylvania AVE, N.W.

Washington, D.C. 20530

Phone: 202.514.0716

## LEP POLICY STATEMENT

### **Title VI Prohibition Against National Origin Discrimination As It Affects Persons with Limited English Proficiency**

All entities that receive Federal financial assistance, either directly or indirectly, through a grant, contract or subcontract, are covered by this policy guidance. Covered entities include (1) any state agency or local agency, private institution or organization, or any public or private individual that (2) operates, provides or engages in health, or social services programs and activities that (3) receives federal financial assistance directly or through another recipient/covered entities. Examples of covered entities include but are not limited to hospitals, nursing homes, home health agencies, managed care organizations, universities and other entities with health or social service research programs, state, county or local health agencies, programs for families, youth and children, head start programs, public and private contractors, subcontractors and vendors, physicians, and other providers who receive Federal Financial Assistance.

The term Federal Financial Assistance to which Title VI applies includes but is not limited to grants and loans of Federal funds, grants or donations of Federal property, or any agreement, arrangement or other contract which has as one of its purposes the provision of assistance. (See C.F.R. Part 80, for additional discussion of what constitutes Federal Financial Assistance).

#### **"Key to Compliance"**

The key to providing meaningful language access is to ensure that LEP persons and The Hartsville/Trousdale County Government agencies can communicate effectively. Hartsville/Trousdale County agencies must ensure that LEP persons are given adequate information, are able to understand the services and benefits available and are able to communicate their circumstances to clients. The Health and Human Services Office for Civil Rights has found that effective language assistance programs usually contain four elements: (1) assessment (2) written policy (3) staff training and (4) monitoring. The following outline provides a brief overview of the four elements and is meant to act as a guide for Hartsville/Trousdale County agencies in developing their language assistance policies. This outline should not be used as substitute for a complete review of the Policy Guidance and consultation with the Hartsville/Trousdale County Title VI Compliance Office.

THE HARTSVILLE/TROUSDALE COUNTY GOVERNMENT  
KEYS TO COMPLIANCE  
Assessment  
Written Policy on Language Access  
Training of Staff and Monitoring

(1) ASSESSMENT: The Hartsville/Trousdale County Government agencies should conduct an assessment of the language needs of the population to be served. Agency should:

- Assessment - The recipient/covered entity conducts a thorough assessment of client's circumstances, effective programs usually have this element.
- Development of Comprehensive Written Policy on Language Access - The policy that will ensure meaningful communication.
- Training of Staff - The recipient/covered entity takes steps to ensure that staff understands the policy and is capable of carrying it out.
- Vigilant Monitoring - the recipient/covered entity conducts regular oversight of the language assistance program to ensure that LEP persons meaningfully access the program.

- Identify languages likely to be encountered
- Estimate number of people eligible for services/likely to be affected by program
- Establish points of contacts in program where language assistance will be needed
- Record languages in case files
- Identify resources to implement language access programs
- Make arrangements to access resources

(2) WRITTEN POLICY ON LANGUAGE ACCESS: The Hartsville/Trousdale County Government agencies should implement the county's comprehensive written policy on language access. The policy includes components concerning assessment, notice of right to assistance, oral assistance, and translation of written materials, staff training and monitoring.

- Oral Interpretation: The Hartsville/Trousdale County Government has procedures for obtaining and providing trained and competent interpreters to provide services to eligible participants served through the County. Steps may include:
  - a) Arranging for interpreters (Staff/Contracted)
  - b) Organizing volunteers to provide interpretation
  - c) Contracting with phone interpreter services
  - d) Hiring bilingual staff
- Written Translations: An effective program ensures that routine written materials (especially "vital" documents: application, consent forms, letters, notices of reductions and terminations of benefits, notice of free language assistance, outreach) are available in the regularly encountered languages. There is a plan for written materials when there is a significant number or percentage of the population that is eligible for services and that needs language assistance. The U.S. Health and Human Services, Office of Civil Rights will consider The Hartsville/Trousdale County Government to be compliant

with its Title VI obligations to provide written materials in non-English languages if (i.e., "safe harbors"):

- a) The LEP group is 10% or 3000 (whichever is less) of population eligible to be served and The Hartsville/Trousdale County Government or applicable agency, provides translated written documents including vital documents for the group.
- b) The LEP group is 5% or 1000 (whichever is less) and the county, at a minimum, translates vital documents; other document translations can be oral.
- c) The LEP group is less than 100 persons; the county does not translate written materials but provides written notice in the primary language of the LEP group of the right to receive oral translation of written materials.

The Title VI Compliance Office will review practices on a case by case basis and will look at the totality of the circumstances. If requiring written translation of certain documents is so financially burdensome that it defeats the objectives of a meaningful access, the U.S. Health and Human Services, Office for Civil Rights may find exceptions to the above standards and may not find that written translation is necessary for Title VI compliance.

- (5) Notice to LEP Persons: The Hartsville/Trousdale County Government agencies may use, but are not limited to, the following methods to notify LEP persons of their rights to language assistance.
  - a. Signs in high traffic areas (right to free translations/interpretation)
  - b. Translation from/information documents
  - c. Language identification cards
  - d. Procedures for handling inquires by phone
  - e. Brochures/outreach
- (5) TRAINING AGENCY STAFF: Effective training is where employees are knowledgeable about LEP policies and procedures. Training should:
  - a. Be part of orientation for new employees
  - b. Occur annually for those with client contact
  - c. Be recorded in a training registry
  - d. Be posted on the county's internet site
- (6) MONITORING: The Health and Human Services Office for Civil Rights has found that Title VI compliance is most likely when organizations continuously monitor their programs. Monitoring should:
  - a. Occur annually
  - b. Include feedback from clients/advocates

## **BACKGROUND**

The U.S. Department of Justice issued a Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination against Persons with Limited English Proficiency (LEP Guidance)." The purpose of the LEP Guidance is to eliminate to the maximum extent possible, limited English proficiency as an artificial barrier to full and meaningful participation, by beneficiaries in all federally assisted and federally conducted programs and activities. Failure to systematically confront language barriers can lead to unequal access to federal benefits based on national origin, and can harm the mission of agencies. Breaking down these barriers will allow individuals with limited English proficiency to more fully participate in society. Executive Order 13166 requires each agency to address the needs of LEP persons, both in their federal/state conducted programs and activities.

## **PROCEDURES**

In order to ensure compliance with all aspects of Title VI, The Hartsville/Trousdale County Government, must take steps to make certain that it's growing ethnically diverse population is served equitably, and that they have meaningful access to all programs.

The key to providing access for persons with limited English proficiency is to ensure that agencies and the person can communicate effectively. The steps taken must ensure that the person with limited English proficiency:

- Is given adequate information
- Is able to understand the services and benefits available
- Is able to receive those benefits and services for which he/she is eligible
- Is able to effectively communicate the relevant circumstances of his/her situation to the agency.

In order to ensure that persons are not excluded from equal program participation due to limited English proficiency, the County must provide trained and competent interpreters and other oral language assistance services. Ways the county may provide this type of assistance at the time is to include, but are not limited to, the use of:

- Volunteer staff interpreters, where available
- Interpreters in the community, both volunteer and paid
- The Language Line for interpreter services when a local interpreter is not available at the time and place needed.
- Google translate

Friends and family members may be used as interpreters at the request of the applicant/recipient provided the use of such a person would not compromise the effectiveness of the service, violate confidentiality, and the customer is first advised that a free interpreter is available. The customer's declination of the offer of free interpreter services must be documented within his or her file, and the agency should suggest a trained interpreter also sit in during the interview.

## PROCESSING COMPLAINTS

- Clients have the right to file a complaint at the time of the alleged discrimination.
- A complaint may be filed at the federal and/or state level.
- If the client does not wish to complete his/her complaint in writing, the agency employee should complete a complaint form on the client's behalf
- The Title VI Compliance Office attempts to process all complaints within 60 day, but have up to 120 days to process complaints.
- The Title VI Compliance Director will send the final letter to the client, letting him/her know the outcome of the complaint filed with Title VI.
- The client will also be informed about his/her rights to appeal this case and submit further supporting documentation.
- The following information should be included in a Title VI complaint.
  - Name, Address, and Telephone number of complainant.
  - Specific Location and Name of the Entity delivering the Service or Benefit.
  - Nature of the incident or action that led the complainant to feel discrimination was a factor, or an example of the method of administrating which is having an effect on the public, potential participants, or participants.
  - The basis on which the complainant feels discrimination exists (race, color, or national origin).
  - The Name, Title, and Business Address of the person(s) who may have knowledge of the discriminatory action.
  - The date(s) during which the alleged discriminatory action occurred, or if continuing, the duration of such action.



# **HARTSVILLE/TROUSDALE COUNTY METROPOLITAN GOVERNMENT**

328 Broadway, Room 6 | Hartsville, Tennessee 37074  
Telephone: (615) 374-2461 | Fax: (615) 374-3948

---

## **TITLE VI: FOUR FACTOR ANALYSIS**

**1. Number or proportion of LEP persons served or encountered in the eligible service population:**

According to the United States Census Bureau 98.32% of Hartsville/Trousdale County residents speak only English. The non-English language spoken by the largest group is Spanish, which is spoken by 1.00% of the population.

**2. The frequency with which the LEP persons come into contact with the program:**

LEP individuals will infrequently come into contact with the program.

**3. The nature and importance of the program, activity, or service provided by the program:**

The purpose of the program is to foster economic growth in the Hartsville/Trousdale County community through revitalization of the historic downtown Hartsville area. Economic growth affects all county residents.

**4. The resources available and costs to the recipient:**

Interpretation Services available through Language Line Solutions at no cost to recipient. The cost to Hartsville/Trousdale County is \$1.40 per minute.

# THE HARTSVILLE/TROUSDALE COUNTY GOVERNMENT

## CERTIFICATE OF NONDISCRIMINATION

As Bidder, Contractor, or Subcontractor on The Hartsville/Trousdale County Government Project,

---

(Name of Project)

The Contractor agrees that it will comply with the requirements of Title VI of the Civil Rights Act of 1964, as amended, and all related regulations, policies, and guidance, which prohibit discrimination on the basis of race, color, national origin, sex, disability, and age in programs or activities receiving federal financial assistance. The Contractor shall ensure that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity funded by federal assistance. The Contractor shall also take appropriate steps to provide meaningful access for Limited English Proficient (LEP) individuals to its services and programs.

The undersigned states that he/she does not discriminate against any subcontractor, employee, or applicant for employment on the grounds of race, color, national origin, or sex and if awarded a contract for this project, agrees in performance of work:

1. Not to discriminate against any subcontractor, employee, or applicant for employment on the grounds of race, color, national origin, or sex; and
2. To maintain payrolls of laborers and mechanics employed on this contract until 90 days after final release and final payment by Hartsville/Trousdale County;
3. Require a similar certificate to be executed by each subcontractor at the time a subcontractor is executed under the contract with the requirement that such subcontractor agrees to require a similar certificate of requirement on any lower tier subcontractors.

Contractor's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

# HARTSVILLE/TROUSDALE COUNTY GOVERNMENT

## **PUBLIC INVOLVEMENT PLAN**

### **I. Purpose**

The purpose of this Public Involvement Plan is to outline procedures and strategies used by Hartsville/Trousdale County Government to ensure inclusive public participation in planning, programs, services, and decision-making processes. The goal is to engage all community members, regardless of race, color, national origin, limited English proficiency, disability, or income level, consistent with the requirements of Title VI of the Civil Rights Act of 1964 and related statutes.

### **II. Title VI Policy Statement**

Hartsville/Trousdale County Government is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal assistance on the grounds of race, color, or national origin.

### **III. Objectives**

1. Ensure public involvement activities are inclusive and accessible to all community members.
2. Provide meaningful access to individuals with limited English proficiency (LEP).
3. Identify and engage minority and underserved populations in the decision-making process.
4. Maintain transparency and responsiveness in public communications.
5. Comply with federal and state Title VI regulations and guidance.

### **IV. Identification of Target Populations**

Hartsville/Trousdale County Government will assess demographic data from the U.S. Census Bureau and local sources to identify underserved populations including:

- Racial and ethnic minorities
- Individuals with limited English proficiency
- Low-income households
- Persons with disabilities
- Elderly residents

### **V. Public Outreach Methods**

#### **A. General Public Participation Tools**

- Public notices in local newspapers and the county website
- Social media platforms and digital outreach
- Community surveys (online and paper-based)
- Public meetings, workshops, and open houses
- Stakeholder and advisory group meetings
- Flyers and posters in community centers, libraries, and local businesses

## **B. Inclusive Outreach Strategies**

- Provide meeting materials in multiple languages as needed
- Offer translation and interpretation services upon request
- Select accessible venues (ADA-compliant) for public events
- Hold meetings at various times and locations to accommodate different schedules
- Partner with community organizations to reach underrepresented groups

## **C. Virtual and Hybrid Engagement**

- Livestreaming of public meetings
- Virtual platforms for surveys and feedback
- Online comment forms and interactive maps
- Email newsletters and digital updates

## **VI. Limited English Proficiency (LEP) Plan Integration**

The LEP Plan is incorporated into this Public Involvement Plan to ensure meaningful access for individuals with limited English skills. Key strategies include:

- Identifying LEP populations through census and school data
- Translating vital documents
- Providing oral interpretation at meetings and events upon request
- Training staff in culturally competent communication

## **VII. Documentation and Evaluation**

- Maintain a record of outreach efforts including dates, locations, and participant demographics
- Collect and analyze public feedback
- Review outreach effectiveness annually and adjust strategies as needed
- Include Title VI complaint forms and procedures in all outreach materials

## **VIII. Complaint Process**

Individuals who believe they have been subjected to discrimination under Title VI may file a written complaint within 180 days of the incident. Complaints should be submitted to:

### **Title VI Coordinator / HR Coordinator**

Hartsville/Trousdale County Government  
328 Broadway, Rm 6  
Hartsville, TN 37074  
titlevi@trousdalecountyttn.gov  
615-374-2461

Complaints will be reviewed and investigated in accordance with federal guidelines.

## **IX. Responsibilities**

The Title VI Coordinator will:

- Oversee implementation of the Public Involvement Plan
- Train staff on inclusive public participation practices
- Coordinate with departments and community partners
- Monitor and report outreach efforts and outcomes

## **X. Plan Updates**

This Public Involvement Plan will be reviewed and updated every three years or as needed to reflect demographic changes, new technologies, or updated regulatory requirements.

Any person who thinks they have been discriminated against based on race, color, and national origin should contact the Title VI Coordinator at 615-374-2461.